

You can contact us in the following ways:

To Book:

For 'Bills to Wills' and 'Handle with Care' sessions, please contact

Worcestershire Association of Carers (WAC) 0800 652 3151 or 01905 26500

For all other sessions, please contact

Worcestershire Carers' Unit 0800 389 2896

'For more information about the sessions, please contact us for a booklet'

Worcestershire County Council Carers' Unit

By telephone:

0800 389 2896

By post:

Worcestershire Carers' Unit, North Wing First Floor, Wildwood, County Hall Campus,
Worcester WR5 2NP

By email:

carers@worcestershire.gov.uk

Online:

www.worcestershire.gov.uk/carers

This document can be made available in other languages and alternative formats (large print, audio tape, computer disk and Braille) on request from The Carers' Unit on telephone number 0800 389 2896 or by emailing carers@worcestershire.gov.uk

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Worcestershire Carers' Unit

Free Practical Sessions and Information for Informal / Family Carers 2010

Do you look after an adult relative or friend who cannot manage without your help because of illness, disability or the effects of old age?

If so, then these sessions may help



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Content

Worcestershire County Council Carers' Unit is committed to supporting carers of adults in their wide-ranging and crucial role. We work alongside other organisations to continually develop support for adult informal/family carers. This information booklet provides details of the free practical sessions that may assist you in your caring role, help you to maintain your general well-being, or even develop new skills.

Sometimes you may feel worried about attending sessions particularly if you haven't taken part in anything similar for a long time. Please don't worry as these sessions are suitable whatever your background or experience and you are likely to meet people in similar situations with similar concerns and experiences.

We often hear carers say that they would like to attend a range of activities or events, but they are unable to do so because of their caring role. In recognition of this fact we are able to offer help with:

- **Transport** to and from the venue
- **Temporary care**, provided by trained individuals, for the period of your absence from home,

providing that you would otherwise be unable to attend the session(s) without one, or both, of these services.

Please discuss this with the Training Co-ordinator when you phone to book your place - contact details are on the back cover.

We need a minimum number of carers to run sessions and unfortunately we may have to cancel if the numbers are low.

Feedback from carers is very important and we actively seek your comments and suggestions about these sessions, or any others you may find helpful.

Practical Support

- Moving and Handling
- Emergency First Aid

Health and Well-Being

- Managing Stress
- Assertiveness and Confidence Building

Specialist Focus

- Getting your Views Heard
- Dementia Awareness ~ Understanding the Condition
- Safe Feeding (learning disability and dementia focus)
- Total Communication (learning disability focus)
- Legal and Financial Issues for Carers

Support from other Organisations

This support is provided by other organisations so please contact the course provider for details.

- Looking After Me Course
- Caring with Confidence
- Learn how to use a Computer
- Worcestershire College Services
- Work focussed support for carers via jobcentre plus

Practical Support

Moving and Handling: Handle with Care

This session looks at how to take care of yourself and the person you care for, in relation to moving and handling e.g. getting someone in and out of bed, car or bath/shower.

You will gather information on better approaches to moving and handling, carry out some practical exercises and have an opportunity to raise your specific concerns in relation to this subject.

The session will be delivered by a specialist trainer via a 5 hour workshop where there will be opportunities to speak to other carers in similar situations. Alternatively, if you are unable to attend a group session, the trainer could visit you in your own home, or a combination of both.

“The session has been extremely useful on a day to day basis. It has taught me safer ways of moving the person I care for and how to look after my back.”

Please Note Hoist training is not taught within the moving and handling sessions. If you have a need for this training it can be provided in a number of ways. Please ask your Health or Social Care Professional for advice or contact the Carers' Unit on 0800 389 2896

Emergency First Aid

This is a 4 hour practical session designed to give you the confidence to use simple life-saving techniques to adults in everyday life.

The session looks at a number of key areas including the care of an unconscious adult, resuscitation, choking, severe blood loss and shock.

You will be given plenty of opportunity to practise your new skills and ask questions relating to your caring role. On completion of the course, you will receive a certificate that is valid for three years.

“I now have confidence to go away and believe in myself to give first aid.”

Health And Wellbeing

Managing Stress

This is a series of three half day sessions, generally held in consecutive weeks of which all 3 need to be attended to complete the course.

The sessions aim to help you understand the cause and effects of stress and a chance to learn strategies and techniques to combat stress when it occurs.

A number of practical exercises will be used to encourage you to review your lifestyle and increase your opportunities to relax and 'recharge your batteries'.

A supporting booklet and handouts will be issued to encourage learning beyond the sessions.

“The 3 sessions have been really helpful; the trainer went into lots of problems which carers' feel. It was a win, win as I learned a lot and enjoyed the company.”

Assertiveness and Confidence Building

This four and a half hour session will help you to develop skills to interact more confidently and assertively with others; be that the person being cared for, family member, or professionals.

Practical exercises will help you explore different communication styles, develop assertive thinking skills and body language and examine ways to deal with criticism and conflict and how to say “no”.

“An excellent session; very thorough and well supported at all times. Best I have attended.”

“I was able to learn not only from the trainers, but also from each person on the course.”

Specialist Focus

Getting Your Views Listened too

This 3 hour session is for carers who would like to feel more confident in getting their voice heard and views/perspective listened to by professionals and others involved in decisions affecting their life.

The session will help you to:

- gain skills and confidence that will enable you to put your views forward more effectively
- speak up when you feel you or the person you care for are not being treated fairly
- improve access to support and services that really meet needs and reflect personal wishes

The emphasis will be on sharing knowledge and experiences and a recognition of the disadvantages and difficulties which carers often face. There will be opportunity to practise skills which will have a real impact on everyday life.

“The session was very informal and attended by all types of people. I would advise anyone to go and enjoy it. It was good to practise the skills in a protected environment.”

Dementia Awareness: Understanding the Condition

This three-hour session is specifically designed for carers of someone with dementia. The session uses practical exercises and will give you opportunities to meet with other carers in similar situations.

The session will focus on the following aspects:

- The different types of dementia and how the diagnosis may shape behaviour and experience
- How to support the person with dementia to lead a more fulfilling daily life
- An introduction to reminiscence and life history work with people with dementia
- Issues of consent

“I now have a much better understanding of dementia, thank you.”

“I learnt some excellent coping strategies which were clearly explained.”

Safe Feeding: of Someone with a Learning Disability or Dementia

Mealtimes are an opportunity to socialise and to gain enjoyment with food, yet we often take for granted the ability to chew and swallow. People who have difficulty with eating and drinking are at risk of chest infections, anxiety attacks and of course coughing and choking.

This three hour session provides basic knowledge of eating and drinking skills, covering specific problems faced by people with learning disabilities and people with dementia. There are many practical exercises to help understanding and to demonstrate safe feeding practice, making this a fun and informal course.

“Very open, friendly and informative. Valuable information was shared that will benefit the person you care for.”

Total Communication: of Someone with a Learning Disability

This 2 hour session is for carers of people living with a learning disability. Learn the values of signing, symbols, objects and pictures as supplementary forms of communication.

The ability to communicate with others enables us to do many things such as develop relationships, make choices and be an active member of the community. People with communication difficulty can feel isolated and frustrated.

It helps you to understand about the total communication approach. Hand-outs will be used to promote more effective communication, using particular activities and ideas to take away and try.

Please Note: these sessions will only be run when enough carers have expressed their interest to the Carers' Unit

Specialist Focus

Legal and Financial Issues for Carers: Bills to Wills

Concerns regarding legal and financial issues are frequently raised by a high percentage of informal / family carers.

Sessions last 2 hours and are delivered by a legal and financial specialist at a number of venues across the county. The themes of the sessions vary but include:

- The Mental Capacity Act and other laws affecting carers
- Funding Care
- Lasting Power of Attorney / Trusts / Wills
- Individual Budgets

“ I couldn't have managed without the sessions. ”

“ Put my mind at rest as they knew what to do. ”

Support From Other Organisations

The information on the following pages give details of support provided by other organisations so please contact the course provider for details.

Looking After Me Course

Worcestershire 
Primary Care Trust

Do you care for someone with a long-term condition?

Looking After Me is a free course for adults, **run over six weekly half-day sessions**. If you care for someone living with a long-term health condition, disability or frailty this could be for you. The course is about you making time to look after your own health needs. It aims to help you take more control of your situation and make a difference to your life. You will learn new skills to help you cope with your caring situation, develop your confidence to help you take control of your life and meet with others who will share similar experiences.

If you are interested in attending the Looking After Me course or finding out about the Expert Patient Programme for people with a long-term condition themselves, please contact **Annette Jaep** on 01527 507055 or email: annette.jaep@nhs.net

Support From Other Organisations

Caring with Confidence Course

This is a free programme funded by the Department of Health which aims to help carers make a positive difference to their lives and the person they care for. There are a number of different sessions you can choose to do with a choice of how you can do them.

There is an introductory session to do and after that you can choose which others suit you.

The topics are:

- Finding Your Way – an introduction
- Caring and Coping – Dealing with Stress
- Caring and Me – how to look after yourself and stay fit and well
- Caring Day to Day – dealing with emergencies, medication etc
- Caring and Resources – how to maximise your income
- Caring and Life – taking time out and juggling your responsibilities
- Caring and Communicating – how to talk to professionals and service providers

How you can do this programme:

Free local group sessions

- each lasts 3 hours including a break
- meet other carers, build on your skills and experiences and take away a useful resource pack

Free self-study workbooks

- Work through the workbooks at your own pace and at a time convenient to you
- Mentors are available by telephone and/or email for people who need more support
- The workbooks include other carers' stories and provide details of the organisations you can go to for more information and advice



Free Online Sessions

- If you have access to the internet you can do the sessions online
- Work through the sessions at your own pace and at a time convenient to you
- Mentors are available by telephone and/or email for people who need more support

You can also mix and match how you do these sessions from the 3 options

You can pick when and how you access Caring with Confidence so it fits around your life and your caring responsibilities

To find out more:

For local group sessions

Please call Worcestershire Association of Carers on 0800 652 3151 or 01905 26500 or email: mail@carersworcs.org.uk

To register for a self-study workbook

Call 01223 400 393 administered by the National Extension College (NEC)

To register for online sessions

Visit www.caringwithconfidenceonline.net

“ I used to be very timid, but the programme has given me the confidence to ring people and keep going until I get what I need! ”

“ Coming to Caring with Confidence has changed my life. I now have the equipment I need to help my husband. ”

Support From Other Organisations

Learn how to use the computer

Learning how to use a computer can help to make life easier and save you time and money. You don't need to own a computer as you could use one in your local library or internet café.

Learn how to get online and use a computer to:

- Pay bills and do the shopping
- Find out information on absolutely anything
- Keep in touch with friends and family
- Learn new skills through online courses

There are free courses available such as:

County Computabus: mobile computer courses

The computabus is a fully equipped, mobile computer classroom.

You can learn from the basics of how to switch on and how to use your mouse, to Word Processing, Spreadsheets, and how to access the Internet and use Email. Short courses in digital photography and family history are also now available. The courses are tailored to suit your needs. For more information please call 01905 766413 or email:

computabus@worcestershire.gov.uk

Age Concern Silver Surfers: group or home computer courses

If you are over 50 then you could join a group or even have a visit at home. The sessions are run from most of the local Age Concern venues across the county. For more information call 0800 0086077

Local Libraries

Most libraries offer free tuition in using the computer. They are either in groups or one-to-one sessions and all you have to do is call your local library. To get details of your local library contact Worcestershire HUB enquiry line on 0800 389 2896.

BBC Computer Tutor

This is a step-by-step guide for people who do not know how to use a keyboard, mouse or computer screen.

www.bbc.co.uk/computertutor

Some local colleges also offer free computer courses.

Worcestershire College Services

Most of the Colleges in Worcestershire are able to give help and advice to adults on learning, work and training issues.

You can get advice on:

- Information on funding for education
- Job application and interview preparation
- Learning a new skill
- Getting back to work
- Planning your future
- Qualifications/ Courses

To speak to an adviser

Worcester College of Technology

Call 01905 743491 / 743501 or email: agu@wortech.ac.uk

Or call in to the 'drop-in' facility

Wednesdays between 9.30am-3.30pm

Student Support Service

Worcester College of Technology

All Saints Building

Deans Way

Worcester

Malvern Community Learning Centre

Call 01684 567616 or email: pmj@worcs.ac.uk

New College Adult Guidance Service

Call 01527 572657 / 572688 or drop into the Advice Centres at both Redditch and Bromsgrove between 8:30am-8pm Monday—Thursday and 8.30am-4.30pm on Fridays

Support From Other Organisations

Work Focused Support for Carers

If you are caring for someone and want to combine your caring responsibilities with paid work or want to prepare for a time when your caring responsibilities may cease, Jobcentre Plus Work Focused Support for Carers is a voluntary service specifically designed to help you.

Support will be available to carers who are:

- aged 18 or over
- out of work or working less than 16 hours per week, and
- not able to get help from any of the other Jobcentre Plus employment support programmes such as New Deal or Pathways to Work.

Eligible carers will be able to volunteer at any time. They will receive:

- tailored help and support from a Jobcentre Plus personal adviser
- help preparing for work, for example by finding suitable training and then support in looking for and applying for a job.
- funding for replacement care for participation in approved activities
- access to appropriate employment programmes.

For further information please contact your local Jobcentre Plus Office:

Bromsgrove	01527 483600
Evesham	01386 504200
Kidderminster	01562 623800
Malvern	01684 612500
Redditch	01527 590849
Worcester	01905 684600